



March 30, 2007

Volume 11, Issue 7



Email the LookOut Staff



LookOut Archives

### In This Issue



Judges back-file project completed



Joint effort averts potential crisis



DMB Employee Excellence Awards



Business Briefs



Catching up with a friend



Save printing costs



Gogebic Community College considers ORP



Sounding Out--by Michelle Thompson



Comings & Goings



Blast from the past

### Calendar

#### April

State Employees Board Meeting	12
All-Staff Meeting	17
State Police Board Meeting	19
Earth Day	22
Blood Drive	25
Bring Your Child to Work Day	26

## Judges back-file project completed

A hardworking team of PS staff provided exceptional customer service by successfully completing the Judges Retirement System back-file project. Thanks to **Jessicca Cain, Michele Childs, Lauren Holton, Kris Morris, and Dan Norberg**. WDRA staff can now access judges information on Clarety. This streamlines customer service as CSC staff no longer need to request hardcopy and microfiche files for judges, potentially saving an entire day in processing.

BPD, CSC, and PS collaborated with a state vendor, Graphics Sciences Inc., to create electronic images of all active and retired judges files and upload them into Clarety.

A total of 1,705 judges files containing 77,383 fiche images and 3,020 paper images were moved into the Clarety account image browser. The fiche and security reels for the paper documents are now stored at the State of Michigan Records Center. Their exact location is listed in Clarety Tracker.

"I am very proud and pleased with all the work that has been accomplished," Michele Childs said. "This is a giant step forward as a means of identifying the defined benefit and defined contribution members."

The team also placed benefit information into Clarety taken from the judges' database, which was previously only available to BPD staff. This provides CSC staff with demographics, benefit structure, years of service, compensation, and employer information.

The project will continue for the remaining retirement systems, as the judges retirement system was the first to be completely imaged into Clarety. Ultimately, the back-file team will



From left to right: Michelle Childs, Jessicca Cain, and Lauren Holton work on the judges back-file project.


# Clarety




## May


Public School Employees Board Meeting	3
Mother's Day	13
Judges Board Meeting	17
State Employees Board Meeting	24
Memorial Day	28

### On The Horizon

 DMB Excellence Awards Deadline June 8

 Blood Drive June 20

 9th Annual Tiger Baseball Outing June 26


 WDRA Staff Picnic August 16


## Balanced Scorecard


[Click here to view the latest Balanced Scorecard.](#)




### Quick Links

 [ORS Member Website](#)

 [ORS Employer Website](#)

 [Policies and Procedures](#)

 [Commonly Used Acronyms](#)

eliminate power files, fiche cabinets, and our reliance on physical files. Our ability to provide great customer service is improved as this team helps staff serve customers more efficiently.

### Bye-bye power files

As staff continue to create electronic versions of customer files, workers from Remco Storage Systems tear down empty power files.

## Joint effort averts potential crisis

A few weeks ago on a seemingly mundane Monday morning, we discovered an error had occurred during weekend batch processing that affected our FileNet application.

Sound technical? It is. Simply stated, FileNet drives the workflow and images for Clarety. The error caused FileNet to essentially reset or refresh, thus losing all initiated workflow. This was an issue for CSC and ER staff who depend on Clarety workflow.

Several solutions were proposed and at first thought, the best solution was to restore our applications to a backup from Friday night. But this would have caused increased system downtime and lost production. Thanks to the efforts of many, AST was able to restore FileNet without having to back up from Friday.

One of the positive outcomes of this incident is the increased confidence in the Disaster Recovery and Business Continuity (DRBC) plan created last year. This plan was a collaborative effort with PS and AST. **Mike Gallihugh** and **Dan Norberg** (and **Andy Kolp** before leaving for the reengineering team) were main contributors to this effort. The DRBC plan was officially put in place September 30, 2006, and continues to be revised and tested.

The DRBC plan calls for an Incident Management Team to meet and assess every incident or risk to our systems or business. The team consists of **Anthony Estell**, **Tim McCormick**, and **Scott Wager**, who bring expertise about our business and our systems.

The team called on other staff, including **John Donovan**, **Deb Grescowle**, **Meg Leonard**, and **Jon Seeger** to gain perspective on the proposed solutions.

John Donovan said, "I think this is a great example of the progress we have made on DRBC planning when facing a potential incident. It was nice to see the plan assist the Incident Management Team in making these important decisions."

Great work and congratulations to all who helped bring about a solution that had minimal impact to our business, staff, and customers.



## DMB Employee Excellence Awards

Beginning April 2, the DMB 2007

Employee Excellence Awards nominations will begin. You will have the opportunity to nominate an outstanding teammate(s) and/or colleague(s) for an award. These five honors for customer service, living the values, leadership, innovation, and being an everyday hero give special recognition

AST	Application Support Team
BLA	Business Leadership Assembly (EPC, BPOs, and BPLs)
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CED	Customer Education and Development
CSC	Customer Service Center
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (Phil, Laurie, Tim, Anthony, and Kathy)
EPO	Executive Process Owner
ER	Employer Reporting
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (public school employees)
PRO	Preretirement Orientation (state employees)
PS	Process Support
SME	Subject Matter Expert
T&T	Tools and Technology
WDRA	Workforce Development and Retirement Administration

to DMB's shining stars. You will find the nomination materials and further details on the DMB intranet at <http://connect.michigan.gov/dmb>.

Watch for additional information in the coming weeks.



### ***Excess MIP contributions letters mailed***

Last week, nearly 900 hundred letters went out to members who had contributed excess funds above the amount required to fund their pension account. This letter notifies these members that they are eligible for a refund of the excess contributions.

### ***Requesting Reimbursement for Business Expenses***

If you ever purchase something for work and need to seek reimbursement, DMB Financial Services has developed a simple form to assure it moves through the process accurately. For example, if you're on the All-Staff meeting team and need to buy materials for the meeting, you will get reimbursed using this form. The DMB-118 form is on the DMB Forms Intranet site or by clicking on the link [here](#).

### ***Alternate routes posted for Cadillac Place***

The Lodge (M-10), a major roadway in Detroit, is closed until September 2007. A link to alternate routes has been placed on the [Contact ORS](#) page of all member websites.

### ***Updated Application for Continued Insurance Coverage (R359C) form***

The *Application for Continued Insurance Coverage (COBRA)* form has been revised. Other Loss of Insurance Coverage was added as a checkbox under the Qualifying Event heading to provide for public school retirees who lost coverage for not returning letters of inquiry regarding additional insurance. Staff in the Insurance section are the only folks who should be sending this form. If you have questions, please see one of them or Pam Kibby.



### ***Updated HMO Pilot Program Option (R379C) form***

Four counties have been added to the Priority Health coverage area for Medicare members: Missaukee, Roscommon, Newaygo, and Barry. The updated form has a 4/07 revision date and is on the website. HMO coverage areas continually change, so customers interested in signing up for an HMO should call the HMO for the most current coverage list. Please recycle any of the old forms (rev. 2/07) that you may have in your office and use the newly updated forms (rev. 4/07).

### ***New Judges forms available online (R169B & R175B)***

New 3/2007 versions of the [Judges Retirement Application \(R169B\)](#) and [Application for Deferred Service Retirement \(R175B\)](#) can be found under the Forms and Publications link on the website. Any previous print versions should be recycled.

The Election of Retirement Allowance Option (R177B) form is now obsolete. Due to the revisions made to the Judges Retirement Application an additional option election form is no longer necessary. Any copies of the R177B should be recycled.





### *Catching up with a friend*

There is an old saying that "time flies when you're having fun," making it easier to believe that **Chris DeRose** has been working for the Ohio Public Employees Retirement System (OPERS) for almost five months. A lot of folks have been asking how he's doing, so we tracked him down and took a little time out of his busy day to bring you an update.

#### *Have you had an OPERS all-staff meeting yet?*

On the first day I arrived, I asked everyone to meet in the cafeteria for a short get-together and to get acquainted. It wasn't like the WDRA all-staff meetings in that we don't really have a space large enough to accommodate the entire office. But I'm working on it. OPERS has about 600 staff with all of the IT, Investments, Accounting, HR, etcetera, under one roof.

#### *Do you drive back and forth each week, or does OPERS provide you with a helicopter?*

(Laughing) Well I drive each week, but the question has a funny side. The 12-story OPERS building is in downtown Columbus, which is a town of about one million, so it's pretty good sized. We're located right next door to Grant Hospital which is a trauma center for the city. On the very first day I was in a meeting in my office, which has windows overlooking the hospital, and suddenly a helicopter came flying right at us. I thought it was 9-11 all over and wasn't sure whether I should duck under my desk or what? Of course, it turns out the hospital's landing pad is right outside our windows, so I see helicopters on a regular basis, though I still drive back from Columbus to East Lansing every weekend.

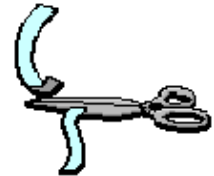


[Click here](#) for the rest of our interview with Chris.

---

## Save printing costs

You can help cut our paper expenses in half by printing on both sides of a sheet of paper, also known as double-sided or duplex printing. All of our multi-use printers have the ability to duplex. (Printing on one side is single-sided, or simplex.)



### [Duplex Printing Instructions](#)

If your PC does not show a printer that duplexes, follow these four easy steps:

### [Attaching to a Networked Printer](#)

---

## Gogebic Community College considers Optional Retirement Plan

Gogebic Community College (GCC) in Ironwood, in the northwest corner of the Upper Peninsula, is planning to adopt the Optional Retirement Plan (ORP) this year. This is the final community college to adopt ORP, which is an alternative defined contribution retirement plan, for full-time faculty and administrative staff at community colleges (it's mandatory at the universities). As a matter of reference, the last community college to adopt ORP was North Central Michigan College in Petoskey, on January 1, 2000.

Once the board of control at GCC adopts the plan, eligible staff will have 90 days to choose between ORP and the Public School Employees Retirement System plan. If a member fails to choose, he or she will default into the public schools plan.

Erik Guenard, Dean of Business Services at GCC, has contacted us to determine what is required and to request assistance in communicating with our members at GCC. He said GCC has not implemented sooner because its long-tenured staff were not interested in switching out of the defined benefit plan. However, he expects a fairly high number of staff to retire in the next few years and the college is positioning itself to attract new employees who might be interested in a defined contribution retirement plan, which is viewed as portable and flexible.



CED, CSC, and ER staff are working together to assure this implementation is smooth for GCC.



*Sounding Out* is a way for ORS staff to share ideas, viewpoints, gripes, praises, and concerns. Email your opinion (300 words or less, if possible!) to [ORS-LookOut@michigan.gov](mailto:ORS-LookOut@michigan.gov).

Here **Michelle Thompson** shares her experience at a recent school function.

## *I'm proud of our WDRA families*

WDRA employees are living the values every day and it is being seen in our local communities!

On Wednesday, March 21, I attended an awards banquet in

Portland for Central Michigan Athletic Conference (CMAC) scholar athletes. The banquet honored students from small high schools (Bath, Fowler, Fulton, Laingsburg, Portland, Pewamo-Westphalia, Potterville, and Saranac) for maintaining a grade point average of 3.5 or higher and lettering in two varsity sports in their senior year.

It was really cool to see that several WDRA employees were represented at this banquet. Kudos to our kids for all their hard work and dedication, and kudos to the parents for teaching them the values that promotes good citizenship.



**Michelle Thompson**

Honorees included Marieke Schulte, German foreign exchange student of **Michelle Thompson**; Erika Edwards, daughter of **Lori Edwards**; Melissa Schneider, daughter of **Ann Schneider**; Tonya Weber, daughter of **Joyce Weber**; and Hannah Wight, sister of **Zach Wight**.



## Comings & Goings

WDRA and AST welcomed **Nagapriya Subramani** and **Selvarani Selvaraj** on March 12 and **Satya Sankineni** on March 26.



After completing her four-year college degree in India, **Nagapriya Subramani** worked from her home office for IBM. She recently moved from Farmington Hills to Lansing with her husband Kannan, who works for Jackson National Life Insurance. They have a two-year-old son, Krishanth Kannan, and enjoy spending time with family and listening to music. Nagapriya also enjoys chatting with friends and going out.



**Selvarani Selvaraj** finished her engineering degree in India and has worked as a consultant in the past. She and her husband (who also works for DIT) have a very energetic five-year-old boy, Tarun. In her spare time Selvarani enjoys reading and traveling and is anxiously awaiting summer weekends.



**Satya Sankineni** has worked for DIT for approximately eight years and specifically dealt with FileNet software for the last six years. Before joining DIT he worked for AVIS Budget Group, GE Capital Auto Financial Services, and NASDAQ. Satya completed his master's degree in engineering from Anna University, Chennai, India, and his bachelor's in engineering from Nagpur University in India. He and his wife are new to Lansing and moved here last week from New Jersey. His interests include sketching and painting.

### ORS Mission:

We are a customer-focused organization that serves members and employees today and prepares them for tomorrow.

### ORS Vision:

Empowering people for a successful today and a secure tomorrow.

The LookOut is

## *Blast from the past*

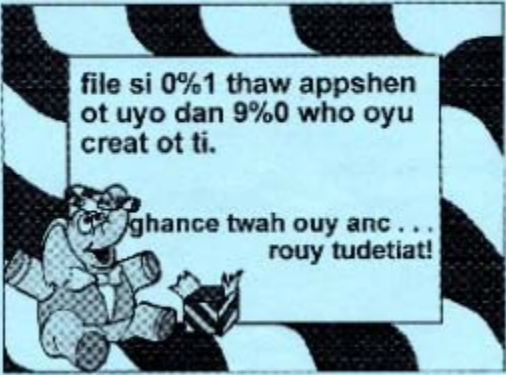
Lookout article from February 27, 1998:

**Take a gamble on the scramble! The percentages are in your favor!**

Figuring out this issue's Scramble is a surer bet than the Lotto . . . especially if you exercise the team concept by collaborating with your team members or co-workers to solve it. Here's the phrase you need to rearrange:

"file si 0%1 thaw appshen ot uyo dan 9%0 who oyu creat ot ti. ghance twah ouy anc . . . rouy tudetiat!"

You'll be a sure winner when you discuss the idea behind the scramble with your co-workers and begin putting it into action. As usual, the unscrambled poster will be hung on first and third floors next week.



file si 0%1 thaw appshen  
ot uyo dan 9%0 who oyu  
creat ot ti.

ghance twah ouy anc . . .  
rouy tudetiat!

published by  
Workforce Development  
and Retirement  
Administration, Department  
of Management and Budget,  
State of Michigan

Director:  
Phil Stoddard  
Edited by Customer  
Education and Development

Thanks for reading!!

Click this link for [unscrambled phrase](#).

---

**Note:** Because some of the links in this newsletter point to resources within ORS, some of the links may not work if you are outside of ORS.